

**CLASSIFICATION TITLE- SUB-TITLE**

Records Management Supervisor  
Division of Professional Credential Processing

**POSITION SUMMARY**

Under general supervision of the Division Administrator, this position manages and supervises the credentialing team which processes applications and issues licenses for business and trades professions. Provide guidance to division staff and management of licensing. Act as a member of the Division Management Team and as a liaison to bureau directors, boards and other department work units to ensure processes reflect current regulations and policies of the regulatory boards and the department.

(Rated PD Only)

**TIME %****GOALS AND WORKER ACTIVITIES**

40%

**A. Management and supervision of the credentialing teams which process applications and issue licenses for business and trade professionals.**

- A1. Conduct hiring interviews and make recommendations to the Division Administrator.
- A2. Handle employee-related matters including work-related complaints and performance problems and effectively recommend formal discipline to the appropriate levels.
- A3. Establish performance goals for all team members and prepare and deliver performance reviews.
- A4. Identify training needs and maintain training records. Provide orientation and training to new staff.
- A5. Interpret and implement division policies and operating procedures. Recommend changes to policy and procedure to Division Administrator. Ensure policies and/or procedures are enforced.
- A6. Schedule and approve work schedules and vacation/sick leave.
- A7. Plan, prioritize, assign and direct daily work activity. Resolve problems as they develop. Develop and maintain work task back-up system.
- A8. Hold regularly scheduled one-on-one and unit meetings with staff.

40%

**B. Provide guidance to division staff and management of licensing.**

- B1. Learn and accurately apply Wisconsin statutes and administrative codes regarding professional license requirements for the unit's assigned credentials.
- B2. Provide guidance to staff in the processing of applications and licensing decisions, in particular, the most complex and difficult cases.
- B3. Provide oral and written communications regarding qualifications for license to the public and applicants. Respond to and resolve service complaints.
- B4. Provide input in the design of licensing applications.
- B5. Process applications and issue licenses as needed to provide back-up to staff, using computer-based applicant tracking and credential holder systems.
- B6. Periodically review licensing files to verify staff accuracy.
- B7. Lead or represent the division on special projects, including technology enhancement projects.

- B8. Work effectively with IT and staff from other divisions to ensure agency and division needs are addressed.
- B9. Establish and maintain standard operating procedures and processes for professions within the Business and Trades Unit.
- B10. Work with Records/Form Management Specialist to develop and maintain accurate application materials, supplemental documents and information for the website pertaining to the professions processed by the Business and Trades Unit.

20%

**C. Act as a member of the Division Management Team and as a liaison to bureau directors, boards and other department work units to ensure processes reflect current regulations and policies of the regulatory boards and the department.**

- C1. Establish and maintain positive working relationships with board directors, boards, and other department units to report on credentialing activities, understand their needs, coordinate services and ensure current, accurate and efficient processing of licenses.
- C2. Participate as a member of the Division Management Team to establish uniform credentialing policies and procedures for all credentialing teams, and increase efficiency of all licensing activities. Provide input to the management team on suggested credentialing improvements.
- C3. Review application and renewal files for conviction history and request additional information.
- C4. Obtain CIB and FBI fingerprint results from the Department of Justice website for new and renewal license requests.
- C5. Serve as subject matter expert for internal and external stakeholders on business and trades unit processes.

**KNOWLEDGE, SKILLS AND ABILITIES**

- 1. Knowledge of supervisory practices and principles.
- 2. Strong problem solving and project management skills.
- 3. Strong interpersonal and customer service skills.
- 4. Analytical and critical thinking skills.
- 5. Skills to read and understand complex regulatory statutes and administrative codes.
- 6. Skills to use automated records processing systems for applicant tracking and credential holder processing.
- 7. Skill to exercise good judgment in the application of administrative policies.
- 8. Excellent policy development methods.
- 9. Strong oral and written communication skills, including presentation skills.
- 10. Excellent organizational skills and ability to balance multiple projects and priorities.
- 11. Strong computer skills to effectively understand and use software and technology tools; Oracle database, Microsoft products, Internet, web-based interfaces, etc.
- 12. Ability to exercise a professional demeanor and represent agency in a positive manner.
- 13. Knowledge of procedures and practices for processing application forms.
- 14. Strong, diplomatic and cooperative public relations skills.
- 15. Ability to deal with sensitive information and exercise discretion, and maintain professional working relationships across a wide range of individuals.
- 16. Skills to exercise discretion in the application of administrative policies.
- 17. Skills in logically assembling, concisely organizing and clearly presenting and interpreting information relevant to rules, statutes, procedures and reports.

## Supervisor Exclusion Analysis

### Wisconsin Human Resources Handbook Chapter 324

Attachment #3

This information is to be provided by the position's supervisor and reviewed by the agency central office human resources representative for both filled and vacant positions and must be submitted as part of any Position Description (PD) for a position performing supervisory responsibilities (i.e., if #13 of the PD is checked YES). This information will be used to determine (1) if the position is performing supervisory functions and thus should be allocated to a supervisory classification and (2) what supervisory classification is appropriate based on the total duties of the position.

According to s. 111.81(19), Wis. Stats., a supervisor is any individual "who has authority, in the interest of the employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward, or discipline employees, or to adjust their grievances, or to authoritatively recommend such actions" and "whose principal work is different from that of the subordinates." The criteria used by the Wisconsin Employment Relations Commission (WERC) to apply this definition include: the authority to effectively recommend the hiring, promotion, transfer, discipline or discharge of employees; the authority to direct and assign the workforce; the number of employees supervised (typically a minimum of three FTE permanent employees); the amount of time spent supervising; the number of other persons exercising greater, similar or lesser degrees of authority over the same employees; the level of pay, including an evaluation of whether the supervisor is paid for skill or supervision of employees; whether the supervisor is primarily supervising an activity or is primarily supervising employees performing the activity; whether the supervisor is a working supervisor or whether he/she spends a substantial majority of his/her time supervising employees; and the amount of independent judgment and discretion exercised in the supervision of employees. The WERC ultimately determines the appropriateness of supervisory exclusions.

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#### Position Identification Data

1. Name of Employee (if filled): \_\_\_\_\_
2. Civil Service Classification: Records Management Supervisor
3. Department and Division: DSPS - DPCP
4. Bureau, Section, and Unit (or comparable): Business and Trades unit
5. Name and Classification of Supervisor: Kirsten Reader, Division Administrator
6. Name and Complete Civil Service Title of Former Incumbent (if any): Cynthia Burch, Records Management Supervisor

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#### 7. Supervisory Responsibilities

- a. In view of the definition statement and criteria listed in the second paragraph of this form, does the incumbent of this position:

(1) have the responsibility for directly supervising the activities of other classified employees?

☒ YES ☐ NO

(2) have the responsibility for supervising the activities of lower level supervisors?

☐ YES ☒ NO

(3) meet the definition statement and criteria?

☒ YES ☐ NO

- b. List the official classification titles and number of permanent classified employees (full or part-time) directly supervised by the incumbent. If this position supervises lower level supervisors, indicate the number of employees supervised by the lower level position(s) in parentheses after the classification title of the position. (NOTE: LTE, student, patient/inmate, volunteer, and unclassified employees should be specifically identified since the direction of these individuals is not considered to warrant supervisory status.)

## Supervisor Exclusion Analysis

c. What percentage of this position's total time is allocated to each of the following?

- |  |            |
|--|------------|
| 1) Supervisory functions (i.e., hiring, dismissing, disciplining employees, evaluating performance, settling grievances)?  | <u>20%</u> |
| 2) Activities relating to supervisory responsibilities (i.e., establishing operating procedures, reviewing work of subordinates, counseling subordinates on performance, training and orienting new employees, performing related administrative functions, etc.)? | <u>40%</u> |
| 3) Performance of other work activities <u>similar</u> to those of the employees supervised?   | <u>10%</u> |
| 4) Performance of other non-supervisory work activities <u>different</u> from those of the employees supervised (including program administration)?  | <u>30%</u> |

\*NOTE: The totals of c.1), 2), 3), and 4) must equal 100%.

\*100%

### 8. Organizational Relationships

List (in order of descending authority) the names and classification titles of all other positions in the employing unit in the chain of command over the employees listed in 7.b.

Kirsten Reader, Division Administrator

**A copy of the organizational chart must be attached** for the immediate work unit (i.e., the organizational unit which includes the employees supervised), including the names and classifications of all employees.

### 9. Supervisory Activities

Is this position identified as a formal step in the employee grievance procedure? ☒ YES ☐ NO

(If no, provide the name and classification of the first formal step in the grievance procedures for the employees listed in 7.b.)

A signature below means the position has been reviewed and you have concluded it meets the definition of "supervisor" found in s. 111.81 (19), Wis. Stats.

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Human Resources Representative \_\_\_\_\_ Date \_\_\_\_\_

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To be completed by Incumbent (for filled positions):

☐ I agree with the preceding statements.

☐ I do not feel that the preceding statements are accurate for the reasons indicated below.

☐ No Comment

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_